Salvation Army-Booth Memorial Services

POLICY:

DIETARY FOOD SERVICES

Kitchen Policies:

- 1. The kitchen is a restricted area for all clients except when rinsing/returning meal dishes with permission and while being monitored.
- 2. The kitchen area beyond the second door (freezer area, pantry, etc.) is a restricted area for all clients.
- 3. Except for cooks, staff should be in the kitchen only if they are supervising clients or doing activities directly related to job responsibilities. For safety and health reasons, please do not use the kitchen as a break room, or use the pathway or main areas as a walk-through.
- 4. When dishes are rinsed after meals, only one client should be allowed in the kitchen at a time. Staff must always be present when clients are in the kitchen to monitor clients. Staff are not allowed to eat in the kitchen, and must go to the kitchen before clients are excused from the table.
- 5. During house duties, clients should be periodically monitored. All house duty points should be awarded only after posted house duty expectations have been checked for completion.
- 6. After meals, staff should bring in food by 8:30 a.m. (breakfast), 12:30 p.m. (lunch), and 5:45 p.m. (dinner). This is to prevent needless spoilage and waste.
- 7. Clients are not allowed to handle hot food from the steam table; staff are responsible to handle hot food.
- 8. The kitchen should not be left unsupervised. The door should remain closed and locked if staff or cook is not present.
- 9. Clients are not to remove any food from the coolers or freezers, nor should they store personal items not approved by the Kitchen Manager. If Kitchen Manager approves storage in another refrigerator the item must be clearly marked with the clients name and date.

Kitchen Health and Sanitation:

All kitchen personnel are required to follow the health and sanitation practices outlined below. In addition, they will be required to review the Municipality of Anchorage Food and Food Facilities regulations and obtain a Food Handlers Card from the Municipality.

The Kitchen Worker

1) The food preparer must display clean hygiene at all times, including clean cloths. Shoes and hair restraint (cap or net) must be worn by all food preparers. Plastic gloves must be worn when preparing raw foods of any kind by all servers/workers who handle food or are putting away clean dishes and utensils.

- 2) All open cuts and sores should be covered with a bandage. If on your hands, wear plastic gloves as well.
- 3) Workers must not work when they are infected with a disease transmittable by contact with food or are exhibiting any signs of illness.
- 4) Hands will be washed before handling any food or other items in the kitchen, and should be rewashed frequently, especially after using the bathroom, leaving the kitchen, breaks, after eating, sneezing, and after any possibility of contamination.
- 5) Clients need to be accompanied by a staff person when entering the kitchen. At no time should staff advise clients to go into the kitchen alone without supervision.

Food Storage:

- 1) All food must be stored on shelf's six (6) inches off the floor. No food items should be on the floor.
- 2) Refrigerators should be at 41 degrees Fahrenheit or colder, and freezers at 0 degrees or below in order to freeze product. The pantry should be at a constant 70 degrees.
- 3) All open foods in the refrigerator and freezer must be stored in covered containers, and dated. Never store cooked food in originally cooked cookware. All cooked food must be transferred to a clean container.
- 4) All dry foods in the pantry must be resealed or transferred to a covered container once opened.
- 5) Rotation is very important. First In, First Out (FIFO). All opened food/leftovers, including dry goods, must be labeled with the date opened/served.
- 6) All frozen foods should be thawed by using one of the following methods: in the refrigerator, under cold running water, or in the microwave set on defrost. Do not thaw at room temperature.
- 7) Once thawed, meat must never be refrozen without being cooked. Raw meat must not be left in the refrigerator except when thawing. Raw meat also must be dated and stored on the bottom shelf in the refrigerator, so there is no chance of cross contamination.
- 8) All food will be put away as soon as service is concluded.
- 9) Hot leftovers should be refrigerated or frozen immediately in shallow containers. Do not allow to cool at room temperature. Reheat thoroughly (165 F) before reserving.

- 10) All cans should be wiped clean before opening. All canned items that are bowed (bulging), dented at any seams, rusted, or unlabeled should be discarded unopened. Any open cans with discoloration, abnormal smell or texture should be discarded.
- 11) Any food items that are questionable, including those questionable due to abnormal discoloration, smell, or texture, molding, insect or rodent contamination, and/or age should be discarded. When in doubt, throw it out!
- 12) All cleaning products must be stored separately from food and from food preparation.
- 13) Check before leaving your shift that the refrigerators and freezers are fully closed and temperatures are correct.
- 14) Dairy and meat products must be refrigerated immediately upon delivery.

Food Preparation:

- 1) All fresh fruits and vegetables should be washed thoroughly before using.
- 2) Cutting boards must be put through the dishwasher to avoid cross-contamination. This should be done after each use.
- 3) Cook meats thoroughly (165 F kills most germs).
- 4) Steam table and salad bar are to be used for every meal and should be pre-cooled or preheated a half-hour before use. Clients must serve directly from the steam table and salad bar.

Cleaning and Sanitation:

- 1) All dishes, pots and pans, and other cooking utensils will have a final wash in the dishwasher to be sanitized. Dishwasher water must be 185 F or above, and dishes should air dry, not dried with a towel. Clients must wear plastic gloves when putting away clean dishes, glasses, and silverware, etc. Silverware should be run through on flat tray twice.
- 2) The range, grill, and oven will be cleaned after each use by the kitchen staff only. Check to see they are turned off.
- 3) The preparation table must be clean and sanitized with solution after each use.
- 4) All kitchen appliances unable to be put in the dishwasher (i.e.: mixer, blender, toaster, etc.) should be wiped with sanitizing solution after each use. Be sure appliances are unplugged before wiping.

- 5) The can opener will remain in an upright position except during use. The blade will be wiped with sanitizing solution after each use. Periodically the removable fixture will be washed and sanitized in the dishwasher.
- 6) The counter on the right side of the dishwasher is the "clean" side. Only items that have been put through the machine and are drying should be on this area.
- 7) All bowls, pots and pans, etc. on shelves and racks will be stored face down to avoid dust and dirt. Please return them to the places so marked at the end of rack. Never stack bowls more than six high; or plates more than 20 high.
- 8) All shelves, carts, and walls and floors must be cleaned routinely.
- 9) All used rags must be kept in a bleach and water solution (1 tablespoon to 1 gallon ratio) until laundered. Used towels and rags are to be put into the red cleaning bucket for daily washing.
- 10) Floors must be swept and washed daily. Grease trap is to be emptied daily, cleaned weekly and wiped out.
- 11) Stainless steel wall panels are to be cleaned, no less than weekly and when necessary immediately upon being soiled.
- 12) Vents in refrigerator and freezers are to be cleaned weekly and kept dust free and maintained by maintenance from the inside.
- 13) Appropriate thermometers are to be cleaned regularly and maintained in all refrigeration and freezer units, as well as those available for use in cooking meats, etc.
- 14) Promptly close all refrigeration freezer doors. Caution must be used when closing the freezer doors for the door to seal effectively. Avoid slamming the door as they will partially stay open due to the tight seal.
- 15) A written and posted daily and weekly schedule work routine for the maintenance of a safe, healthy, sanitary, kitchen must be followed by all persons working in the kitchen area. This is supervised by the Food Services Manager.
- 16) The metal hood fan filters are to be cleaned on a weekly basis, and the back walls of the stove kept free from dirt and grease.
- 17) Adequate lighting in the windowless kitchen must be provided at all times for good safety.
- 18) Counter tops, all surfaces of machinery, appliances, drawers, cupboards, are to be washed regularly to maintain a dust and dirt free non-contaminated area.

Kitchen Safety:

- 1) Turn handles of pans on stove while heating and cooking so pan cannot be knocked off the stove.
- 2) Turn off the heating element before removing the pan from the stove.
- 3) Always use dry potholders.
- 4) Warn co-workers when pans are hot.
- 5) Only cooks should be in the kitchen during meal hours.
- 6) When bringing hot foods out of the kitchen announce "hot food" loudly for anyone who may be near the door.
- 7) Lift lids of pans on stove cautiously to avoid steam burns. The steam table must be off when not in use with light turned out.
- 8) All salad bar lids must be washed after each use.
- 9) Sweep broken dishes up immediately and put trash in garbage cans.
- 10) Knives must always be store in the authorized locked cabinet when not in use or when leaving the area. Knives must be cleaned and put away directly after each use.
- 11) Do not drop knives into the sinks.
- 12) Report any equipment malfunction immediately.
- 13) Always dry hands before touching any electrical equipment.
- 14) Wipe up spills at once.
- 15) Leave corridors and entryways free of debris; never leave excess cardboard at kitchen doorway.
- 16) Place jars, etc. on shelves securely.
- 17) Use only designated mop and cleaner for wet floor mop. Clients are not to use kitchen brooms and mops; they have their own in their closet.

18) Know location and use of kitchen fire extinguisher.

Dietetic Services:

1) Dietetic serves are provided for clients as follows:

| Program: | Breakfast | <u>Lunch</u> <u>Dinner</u> | <u>Snacks</u> | <u>Emergency</u> |
|-----------------------|-----------|----------------------------|---------------|------------------|
| Residential Treatment | X | Х | X | X |
| Maternity Residential | Χ | Χ | X | X |
| Emergency | Χ | X | X | X |
| Stabilization | | | | |
| Infant Nursery | | | | · |

All food will be served in an attractive manner and for residents. Fruit and milk are available 24 hours a day.

Services are managed by the Food Service Manager, who is experienced in institutional dietetic services and maintains a Serve-Safe Certification from the Municipality of Anchorage.

All dietetic services follow the guidelines of the Federal School Lunch Program, and are reviewed annually according to AIMS standards including menu, food preparation, and service practices, nutritional requirements, and sanitation standards.

Food storage, preparation and service areas and practices are all reviewed annually by the Municipality of Anchorage Sanitation Board and the state of Alaska Residential Child Care Licensing Office.

Client input on dietetic services is solicited on an annual basis in the form of a menu review, and is incorporated into menu planning sessions. Menus are available for review upon request.

All clients with special dietary needs will have a nutrition review by the treatment team in consultation with the registered dietitian, and special dietary plans will be specified in writing to be documented in the clients file. These plans will be distributed to all counseling staff and food services staff for implementation and monitoring.

TB testing is done at time of hire and annually thereafter for all staff.

Purchasing of Food Related Supplies:

- 1) The Food Services Manager may ask for assistance in pick up and delivery.
- 2) All food available from donations, Christmas drive, Food Bank, and school lunch commodities will be utilized as the first priority. Additional purchases can be made to supplement items not provided by those sources.
- 3) Arrangements have been made with certain suppliers for numbered authorized Purchase Orders to be used for certain purchases. These are recorded, authorized by signature, and released through the business office. A copy of the Purchase Order, detailing what was purchased, cost of items, and program using the purchases must be returned with the detailed sales slip to the business office weekly.
- 4) All foods must be purchased from sources that comply with all laws related to food labeling. Use of home canned and home processed food is prohibited.
- 5) Purchases shall be within the budget designated by the Program Director. Any single item costing more than \$250.00 requires Divisional Headquarters approval. Every effort should be made to keep costs down while meeting the requirements of the dietetic services.
- 6) All foods must be unloaded and stored properly as soon as purchased. All items should be marked with the date of purchase before stored.
- 7) Care should be taken to comply with the policy of rotating stock and using stock on hand first before new stock is used.

Kitchen Checklist:

Midnight staff is responsible for checking the following items when coming on shift:

Daily:

- See that the dishwasher is turned off and emptied.
- See that the refrigerator is shut tight.
- Make sure the oven and burners are turned off.
- Make sure the back door is locked.
- Lock the pantry door.
- Shut the three freezers tight.
- Lock the door between the kitchen and backroom.
- Overhead kitchen fan should remain on 24 hours a day.

Saturday Only:

- make sure the mop bucket is empty.

POLICY:

BASIC CARE

Basic care for youth is planned, structured supervision by professionally trained staff for 24-hour services. Behavioral modification approaches such as the point's system or positive peer culture are provided by professional staff. Service activities and supervision for each youth are based on the individual assessment and plan of care.

Treatment progress is monitored for beneficial behavior changes in the child's life and effectiveness in reducing the need for supervision, rehabilitation services, or residential care. The program complies with the standards set forth by the Behavioral Rehabilitation Services (BRS) for the State of Alaska, as follows:

Components of Behavioral Health Services

- 1. Milieu Therapy those daily activities preformed for youth to normalize their psychosocial developments, promote the safety of the child and stabilize their environment. The child is monitored in structured activities that may be developmental, recreational, academic, rehabilitative, or a variety of productive work activities. As the child is monitored, planned interventions are provided to address dysfunctional or maladaptive behaviors identified in each youth's plan of care and promote their replacement with more developmentally appropriate responses.
- 2. Crisis Intervention and Crisis Counseling- proved on a 24-hour basis to stabilize the child's behavior until resolution of the problem is reached, or until the child can be assessed and treated by a qualified Mental Health Provider.
- 3. Counseling- provided individually and/or in groups to remediate the specific behavioral dysfunctions that have been explicitly identified in the youth's treatment plan of care.
- 4. Skills Training- to assist the youth in development of appropriate responses to social and emotional behaviors, peer and family relationships, self-care, and positive conflict resolution

POLICY: SCHOOL LUNCH PROGRAM: MEAL COUNT

1. Meal count is taken for each meal reimbursable by the School Lunch Program. These meals include:

Monday - Friday:

Breakfast, Lunch, and snack

Saturday - Sunday:

Brunch (counted as

Breakfast)

Dinner (counted as Lunch)

Snack

Daily meal counts will be done by the TMS staff; clients sign the meal roster before receiving their meal.

- 2. Clients must be offered rather than served their meals (i.e. they choose the food items from a buffet).
- 3. Staff and visitors who are dining should also be counted and marked.
- 4. Clients should be encouraged to take the appropriate number of choices at each meal
- 5. Required items are as follows:

Breakfast:

One choice from all 3 groups:

1. Fruit/vegetable (1/2 cup)

2. Bread/bread alternative (1

servina)

3. Milk (liquid) (1 cup)

Lunch:

One choice from 3 of the 4 groups: 1. Meat or meal alternative

(1/2 oz.)

2. Vegetable and/or fruit

(3/4 cup).

3. Bread/bread alternative

(1 serving)

4. Milk (liquid) (1 cup)

POLICY:

HEALTH AND SAFETY

PHILOSOPHY:

The Salvation Army Booth Memorial Youth and Family Services will maintain a facility in accordance with federal, state, and municipal health standards to ensure the health and safety of clients and staff. The purpose of this policy is to provide guidelines to clients and staff which reflect a standard of care in line with our agency philosophy.

PROCEDURES:

- 1. The Program Director has designated the Administrative Assistant to oversee the agency Health and Safety program. Health and safety education is provided by the Treatment Staff Coordinator, under supervision of the Administrative Assistant.
- 2. All Health and Safety information is maintained and recorded by the Administrative Assistant with annual review and report to leadership and staff.
- 3. Staff is provided general safety rules during their orientation as new hires. Monthly practice fire and safety drills occur on random shifts. Youth are instructed how to

evacuate the building and other safety procedures at admission and participate in drills.

- 4. The administrative on-call staff should be available for consultation at all times by phone or by beeper. If for some reason, you are unable to contact administrative staff for directions, staff is still responsible to intervene to the best of their ability to prevent harm to the youth. In such cases, resources to aid you may include: other staff leaders, crisis line, or hospital emergency rooms.
- 5. Smoke detectors are installed throughout the building. The buildings are also equipped with fire extinguishers and a fire alarm system; with pull stations strategically placed per instruction of the Fire Marshal.
- 6. All clients and staff are requested to watch for and report hazardous situations, e.g. broken furniture and appliances, electrical hazards, building repairs, spilled water or other areas that need repair or cleaning.
- 7. The kitchen areas will be kept clean at all times. All areas were food is prepared or served will be sanitized on a regular basis. The kitchen staff maintains and report self-inspection under supervision of the Administrative Assistant.
- 8. Emergency earthquake supplies and professional first aid kits are strategically located in the facility with regular self-inspection and re-supply documentation reported.
- 9. Program manuals, including Health and Safety Policy and Procedures, are updated annually.

Wellness

While you are a resident at Booth, you will participate in a variety of activities designed to increase your knowledge of health and safety and to increase your physical and mental health. Those activities may include walking, organized sports, recreational activities, swimming, nutrition classes, STD and HIV prevention and awareness, FASD awareness, job preparation, life skills, cooking, shopping, and self care.

Residents are given the opportunity to plan activities that they would like to do and those are submitted on an activity request form and are approved by the clinician/treatment team. This provides the residents with the opportunity to explore cost, time and necessary supports for each activity. Those are submitted to the team by Thursday morning for the upcoming week.